

Chesterfield / Colonial Heights

Inside CSA

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Spotlight on Success

***"If you can imagine it, you can achieve it, if you can dream it, you can become it."* -William Arthur Ward**

The end of the school year is always an exciting time. Students and teachers are anticipating a long break from the rigors of school, vacation plans are being finalized, teens are hitting the workplace full time, and camps and day programs gear up for summer fun. However, for some students the end of the school year has far greater meaning. For these students, the end of the school year signifies the closing of one chapter in the story of their life. As that last word is written, a fresh, new page is turned. These students, known as Graduates, have worked hard to get where they are, but realize that the adventure has just begun.

This year the Chesterfield and Colonial Heights CSA office is proud to announce that 16 students fulfilled the requirements for high school graduation during the 2009-2010 school year.



As many of you probably remember, making it through high school was not easy. In the best of situations high school is challenging, but coupled with a disability or any one of the issues that plague children in foster

care, completing high school can be an insurmountable task. It is no wonder that less than 50% of children in foster care receive a high school diploma or equivalent.

We, at the CSA office, would like to congratulate the 2010 graduates on their FANTASTIC accomplishment.

| | |
|-----------|---------|
| Shatoria | Aaron |
| Chelsie | Stephen |
| Katie | Randall |
| Traevon | Jessica |
| Haley | Eric |
| Christina | Michael |
| Taylor | Devin |
| Haley | Tiffany |

We wish you all the best and great success in the future!!

Meet Our Staff-Rachel Wolf



Rachel Wolf is a dual degree student from the Baptist Theological Seminary at Richmond. She has a BA in History from Alice Lloyd College in Kentucky. She completed her masters of divinity in May 2010 and is currently a second year MSW SWAPP student at VCU. Rachel will complete her MSW degree in August 2010. She has been interning with CSA since May and enjoys learning about Policy and how it affects the state and local levels. She is interested in

Systems of Care and the idea of agencies collaborating to provide top quality services to children and families. Rachel cites that she loves her internship at CSA. The staff is phenomenal and passionate which creates a great learning environment to learn in. She definitely feels lucky to be around a group of people who believe so strongly in the mission of CSA to help provide services for children / youth and families.

Rachel is very passionate about the Kentucky Wildcats, especially during basketball season!! She is currently employed at St. Paul's Episcopal Church in downtown Richmond. Her passion and interest lies in integrating her masters of social work and masters of divinity together to work on the mission field in a foreign country.



CSA MISSION

Our mission is to preserve families by providing community-based services for at risk youth.

CSA VISION

To ensure the provision of child-centered, family-focused, community-based services.



VALUES

The Chesterfield/Colonial Heights Community Policy and Management Team believes the family and home community provides the best environment for raising children and that collaborative activities ensure best service provision.

CSA BASICS

Family and Youth Feedback

The last few years we have been struck hard with doing more with less in all of our work environments. Sometimes when we are stressed with work, we may forget why we are in this field because of the many tasks and assignments hovering over our heads. We may, at times, hurry to get work done so that we can move on to the next case and assignment. I know that I am guilty of getting wrapped up in the day to day process of work and losing sight of what is really important about my job.

For the last four years we have been collecting family and youth feedback on the FAPT (Family Assessment and Planning Team) process, from the beginning to the end. That means from the time the agency case manager invites the family to the FAPT meeting to the time services are completed by the provider. Despite the stress and circumstances we are working in these days, we continue to see the importance of family in children's lives and how we actively engage parents and children in the planning process. This is evident in the feedback provided to us by parents and children who come to FAPT meetings and received services through our private provider partners.

Overall, 92% of families agreed that they were treated with respect and dignity during what is a crisis and stressful time of their lives. Although that is a high percentage, we obviously need to focus on the 8% of families who did not have a positive experience. We are doing a decent job at matching effective providers with families together for positive outcomes and 85% of families stated that they would recommend that provider to others. **A majority (91%) of families stated that the providers' services meet the needs of their child.**

The youth who attend FAPT are praised and recognized for their presence, despite what is discussed during the meeting. We view the youth as an important member of the team and include them in discussion when appropriate based on their age and ability. Almost all youth **(98%) felt respected during the meeting and 100% reported that they were listened to by team members.**

What we learn from our surveys is that there is always room for improvement in how we view and do our work. Overall, most reported areas rated decreased. The area that families and youth reported as needing improvement is communication. With the various forms of communication tools these days (email, texting, phone- cell and home, "snail" mail. Etc.), communication should be easy, right?

With all that we do, we need to remember that children and families are the focus of what we do and why we chose this line of work. In the coming year, we at the CSA office will be focusing on how communication can be improved, not only with families and youth, but with all involved in the case. I encourage all of us to look at how we communicate with each other, it will ultimately assist in improving outcomes for youth and families.

"To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."

~ Anthony Robbins (Leadership Advisor)

THE FACES OF FAPT-ERIN DANGERFIELD



Explain your role on FAPT.

I represent the Chesterfield-Colonial Heights Department of Social Services on the Pink FAPT Team, which hears all of the school cases.

How long have you been a FAPT member for Chesterfield-Colonial Heights?

I was a member on the Colonial Heights FAPT Team for about a year until I went out on maternity leave last October. I have been a member of the Pink Team since January 2010.

How did you get involved with FAPT?

I started off as a foster care case manager with FAPT. I was given the opportunity to sit as a member almost two years ago when our agency needed representation on the Colonial Heights Team.

What do you like about being on FAPT?

I am learning a lot about the special education system and services for our children and youth in the school system, which I did not have significant knowledge of before sitting as a member on FAPT. I have also really enjoyed meeting staff from other agencies that I normally may not have the opportunity to get to know. I think that the Pink FAPT team is unique in that we have potluck lunches during our FAPT days, which is always a highlight. I must confess that I initially found this a little overwhelming - being a new mom I hardly have time to make dinner for my family, much less my FAPT Team - but I've been won over!

What is your best and/or favorite FAPT success story?

I'm so new to my current FAPT Team that I have not been a part of the team long enough to have a favorite success story, although I am sure there are many. I have been able to see how successful FAPT has been for many of the families that I serve with Permanency Services; however. When I worked with placement diversion cases in our agency, I was always amazed with how creative and supportive our FAPT members were of helping us put comprehensive plans into place to keep children out of foster care and with their families in the community. On a different note, this past June, our Department had 8 youth graduate from high school or receive their GED. We also have 7 youth who are currently entering some form of college or trade school this fall. All of these youth have at some point been FAPT cases.

What is your favorite FAPT office holiday decoration?

Halloween, of course!



DID YOU KNOW.....

- Martin's Pharmacy will provide prescriptions for 37 different generic antibiotics free of charge with a store bonus card. See Martin's Pharmacy for a detailed list of medications available.
- The New-Well Fund provides low interest loans up to \$30,000 for the purchase of assistive technology. These loans can be used for: wheelchairs, motorized scooters, AT training, repair of already purchased devices, hearing aids, augmentative communication devices, vehicle modifications, home modifications, ramps, recreational equipment and prosthetics. To learn more go to: www.newwellfund.org

Congratulations Karen Reilly-Jones 2010 Prevention Award recipient!!

SOC UPDATE

Chesterfield/Colonial Heights System of Care Mission:

To promote a comprehensive system of community based care that strengthens families through collaborative efforts.

The SOC Steering Committee has been developing a mission statement over the last few months. The mere act of meeting and agreeing to one mission statement across multiple agencies was indeed an incredible ex-

perience. Because of the dedicated spirit and commitment to achieve this goal, the team succeeded in adopting the Mission, as you see above. We strive for the Mission to encompass the purpose of the group's efforts. Chesterfield's Center for Organizational Excellence is known for their expertise and knowledge in the area of group work and assisted the SOC group in this process

The next step for the Steering Committee is to develop and adopt values and guiding principals for the SOC

which then will lead us to determining meaningful outcome objectives and ways to measure them. Shared values and guiding principals are at the heart of what we practice. Having all partners involved in the process to draft and construct these values and principals is an exciting event. We look forward to completing this task and sharing with the rest of our community partners in the near future. If you have any thoughts or questions, please feel free to contact me at 768-7387 or reillyk@chesterfield.gov.